



UNITED STATES MARINE CORPS

MARINE FORCES RESERVE
4400 DAUPHINE ST
NEW ORLEANS, LOUISIANA 70146-5400

ForO 1700.2A

Insp

13 Jan 2000

FORCE ORDER 1700.2A

From: Commander, Marine Forces Reserve

To: Distribution List

Subj: REQUEST MAST

Ref: (a) U.S. Navy Regulations, 1990

(b) Marine Corps Manual

(c) MCO 1700.23E

Encl: (1) Policy and Procedures for conducting Request Mast with
the Commander, Marine Forces Reserve

(2) Marine Corps Request Mast Application (NAVMC 11296)

1. Purpose. This Order promulgates the Request Mast policy and procedures for Marine Forces Reserve (MARFORRES).

2. Cancellation. ForO 1700.2

3. Background. The right of all Marines to directly communicate grievances to, or seek assistance from, their commanding officer is established in U.S. Navy Regulations (reference (a) Articles 0820c and 1151.1) and the Marine Corps Manual (reference (b) paragraph 2805). This is normally accomplished through the Request Mast process. Request Mast includes both the right of the Marine to communicate with the Commander, normally in person, and personally respond to the Marine requesting mast. Request Mast provides a Marine the opportunity to communicate not only with his or her immediate commanding officer, but also with any superior commander in the chain of command up to and including the Marine's immediate commanding general.

4. Policy

a. Marines assigned within MARFORRES have the right to Request Mast per reference (c). Paragraph 6d of reference (c) prescribes Request Mast as the preferred method for submitting Equal Opportunity, Sexual Harassment, and hazing complaints.

b. Request Mast shall be conducted in good faith and applicants should not fear reprisal or be prejudiced in their interests.

c. Request Mast is not intended to be used for the purposes of harassment, avoiding duty, or intentionally interfering with the commander's ability to carry out the functions and mission of the command.

5. Procedures

a. The policy and procedures for Request Mast with the Commander, Marine Forces Reserve are provided in enclosure (1).

b. All Marines shall use the Marine Corps Request Mast Application (NAVMC 11296) (enclosure (2)) to initiate the Request Mast process. Definitions pertaining to Request Mast are contained in paragraph 5 of reference (c). Enlisted Marines may seek assistance in preparation of the Request Mast application from their unit sergeant major, senior enlisted Marine, or administrative chief. Officers may seek assistance from their unit executive officer or adjutant.

c. Each intermediate commander shall attempt to resolve the Marine's Request Mast issue(s), if revealed, without delay. If the issue(s) has not been addressed to the Marine's satisfaction, the intermediate commander shall forward the application via the chain of command without delay to the commander to whom it is addressed. In general, there should be no more than one (1) working day delay at any level of command. The uniqueness of the SMCR may make meeting this one day delay unattainable. Every effort should be made to keep the delay at each level down to a minimum, keeping the one day delay as a goal. When delays occur, a written explanation shall be provided to the applicant and sent with the Request Mast via the chain of command.

d. Marines will be provided the opportunity to conduct Request Mast in person unless not practical (e.g., geographic distance) or other extraordinary circumstances preclude such an appearance. The right to Request Mast does not include a right to be ordered to active duty, or to be transported to the Request Mast at the command's expense. If personal appearance is not practical, the commander should respond telephonically to the Marine. If that is not possible, then the commander will respond in writing. Whenever personal appearance is not possible, the commander will provide an explanation to the applicant why a personal appearance was not practical.

6. Chain of Command

a. Commander, MARFORRES is the immediate Commanding General per reference (c) for all members of Headquarters MARFORRES and Force level units (enclosure 1)).

b. Commanding General's of the Major Subordinate Commands (MSC's), i.e., 4th Marine Division, 4th Marine Aircraft Wing, 4th Force Service Support Group, Marine Corps Reserve Support Command (MCRSC), and I and II Marine Augmentation Command Elements (MACE), are immediate Commanding Generals, per reference (c), for all members of their respective commands.

c. Marines assigned to the MSC's shall Request Mast to the MSC Commanding General, via the MSC chain of command, starting with the Marine's immediate commanding officer (officer with NJP authority). Marines who are members of an MSC do not have a right to Request Mast to the Commander, MARFORRES. However, an MSC Commanding General may refer Request Mast cases to the Commander, MARFORRES when necessary or appropriate to do so.

d. Marines assigned to I and II MACE shall Request mast via their chain of command to the immediate Commanding General in that chain of command.

e. Members of MSC's located at Headquarters, MARFORRES, will route their requests through the MARFORRES Headquarters Battalion Commander, who will then forward the request to the appropriate MSC for action.

f. Individual Mobilization Augmentees shall Request Mast via their operational chain of command to the immediate commanding general in that chain of command.

g. Marines who are members of the Individual Ready Reserve or Standby Reserve, not on active duty, shall Request Mast to the Commanding General, MCRSC.

7. Action

a. Commanding Generals of MSCs, will:

(1) Establish a Command Request Mast program conforming with reference (c) and this Order.

(2) Ensure that all members of their commands are familiar with Request Mast policy and procedures.

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(3) Establish monitoring and follow-up procedures to ensure each Request Mast issue is resolved in a timely manner.

b. MARFORRES Inspector, G-7 will:

(1) Oversee and review Request Mast applications for Request Mast to the Commander, MARFORRES.

(2) Ensure compliance with applicable provisions of this Order and reference (c).

(3) Maintain files of Request Mast within MARFORRES assuring that the files are safeguarded and kept separate from service records.

c. MARFORRES SJA will advise the Commander, MARFORRES on appropriate disciplinary or administrative options regarding issues raised at a Request Mast as well as any cases in which an individual commits or attempts to intercede with or take reprisal against any person exercising the right to Request Mast.

d. Commanding Officers, Inspectors-Instructors, and Officers in Charge of Force Units who also have NJP authority will:

(1) Establish a Command Request Mast program conforming with reference (c) and this Order.

(2) Ensure that all members of their command are familiar with Request Mast policy and procedures.

e. Officers in Charge of Force Units will ensure that all members of their command are familiar with Request Mast policy and procedures.

8. Reserve Applicability. This Order is applicable to the Marine Corps Reserve.

/s/

P. J. DULIN
Chief of Staff

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POLICY AND PROCEDURES FOR CONDUCTING REQUEST MAST WITH THE
COMMANDER, MARINE FORCES RESERVE

1. Marine Corps Request Mast Application (NAVMC 11296) shall be used when requesting mast with the Commander, MARFORRES. This form shall be submitted in writing, through the chain of command.
2. Once an applicant submits a Request Mast, the chain of command shall expedite the process, making the applicant available to the Commander.
3. Applicants shall include with their application a complete written statement covering the issues of the Request Mast, supporting documents, lists of witnesses and summaries of their expected testimony, and a summary of the action taken by each subordinate commander who has heard the Request Mast.
4. Commanders in the chain of command who hear the Request Mast will make a statement as to their understanding of the issues involved and the action they have taken. Commanders will forward to the next higher command, those Request Masts which are beyond their authority to resolve.
5. The applicant does not have to disclose the subject of the Request Mast to anyone except Commander, MARFORRES. If the Marine has not revealed the subject of the Request Mast to other commanders in the chain of command, the Marine will include the reasons for nondisclosure with the application. Applicants may send the Request Mast in an envelope marked "To be opened by Commander, MARFORRES only."
6. If the issues of a Request Mast are resolved at a lower level, applicants shall indicate in a written statement that the application to the Commander, MARFORRES is voluntarily withdrawn. The statement shall be signed by the applicant and witnessed.
7. Applications for Request Mast with Commander, MARFORRES by members of an MSC will only be considered if specifically recommended by the Commanding General endorsing the application. Absent such specific recommendation, the MSC Commander shall not forward the application to the Commander, MARFORRES for action. Any application received at Headquarters, MARFORRES that does not include a recommendation for consideration and any not forwarded via the chain of command will be returned without action.

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8. A Marine will be afforded an opportunity to address Request Mast issues with a Commander even if a Commander does not or cannot resolve the matter to the Marine's satisfaction.

9. Once a Marine submits a Request Mast to the Commander, MARFORRES, NCO's, SNCO's, and officers subordinate to the Commander, MARFORRES will make no effort to delay the Request Mast process in order to solve the problem themselves, but rather will focus their efforts on making the Marine available to the Commander, MARFORRES.

10. The Request Mast will be conducted at the earliest reasonable time.

11. The Commander, MARFORRES may authorize a Request Mast to be reviewed by the MARFORRES Inspector or other staff personnel. The MARFORRES Inspector or other staff personnel may not respond to, nor deny a Request Mast on behalf of the Commander, MARFORRES, but may make appropriate recommendations pertaining to the Request Mast to the Commander, MARFORRES.

ENCLOSURE (1)

MARINE CORPS REQUEST MAST APPLICATION

NAVMC 11296 (Rev. 6-97)

SN: 0000-00-888-0350 U/I: EA

PRIVACY ACT STATEMENT

Authority: Title 5, U. S. Code 301; Title 10, USC Section 5013

Principal Purpose: Formal filing of complaints/problems to command personnel.

Routine Uses: To provide a record to facilitate personnel management actions and decisions; to serve as a data source for complaint/problem information and resolution efforts.

Disclosure: Disclosure is voluntary. Failure to complete the requested items could result in delayed command action and/or an inaccurate/incomplete analysis of the complaint/problem.

PART I: TO BE COMPLETED BY THE APPLICANT

1. NAME:

2. RANK:

3. SSN:

4. UNIT:

5. RACE/ETHNIC GROUP:

6. GENDER:

7. DATE:

8a. I desire to Request Mast with: (Provide the name and billet of the Commanding Officer with whom you desire to communicate.):

8b. NATURE OF COMPLAINT/PROBLEM: (Give in as much detail as possible the basis of your complaint; describe the incident(s)/behavior(s) and date(s) of the occurrence(s); the names of the individuals involved, witnesses and to whom it may have been previously reported. Include any other information relevant to your complaint/problem. Attach additional sheets, as needed).

8c. REQUESTED REMEDY/OUTCOME: (Clearly state what assistance or complaint resolution you are seeking from the commanding officer named in 8a above.)

9. AFFIDAVIT

I, _____, have read this statement which begins in Block 8b on this page (page 1) and ends on page _____. I fully understand the statement made by me and certify the statement is true. I have initialed all corrections. I make this formal statement without threat of punishment and without coercion, unlawful influence, or unlawful inducement.

(SIGNATURE OF APPLICANT/DATE)

PART II: TO BE COMPLETED BY THE OFFICER CONDUCTING REQUEST MAST

10. DISPOSITION: (Provide a detailed explanation of actions taken or attempted to resolve the complaint/problem, to include any other referrals. If an inquiry/investigation was initiated as a result of this complaint, provide the type conducted and the results. Attach additional sheets as necessary.)

COMMANDING OFFICER SIGNATURE/DATE

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.

_____ I have had the opportunity to communicate directly with _____
(name and billet of commanding officer subordinate to officer named in Block 8a), understand the disposition or probable disposition of my problem/complaint, and voluntarily withdraw this Request Mast.

_____ I have not had the opportunity to communicate directly with my Commanding Officer named in Block 8a.

_____ I have had the opportunity to communicate directly with my Commanding Officer named in Block 8a but have not been informed of the disposition or probable disposition of my problem/complaint.

WITNESS' SIGNATURE/DATE

APPLICANT'S SIGNATURE/DATE

PART III: APPLICANT'S ACKNOWLEDGMENT OF REQUEST MAST

(Applicant should initial/complete the appropriate statement(s))

- ☐ I have had the opportunity to communicate directly with the Commanding Officer named in Block 8a and understand the disposition or probable disposition of my problem/complaint.
- ☐ I have had the opportunity to communicate directly with _____ disposition of my
(name and billet of commanding officer subordinate to officer named in block 8a), understand or probable problem/complaint, and voluntarily withdraw this Request Mast.
- ☐ I have not had the opportunity to communicate with my Commanding Officer named in block 8a.
- ☐ I have had the opportunity to communicate with my Commanding Officer named in block 8a but have not been informed or probable disposition of my problem/complaint.

WITNESS' SIGNATURE/DATE

APPLICANT'S SIGNATURE/DATE

ENCLOSURE (2)